

MPSC Case No. U-12320
Line Loss Notification Interruption Report
Data for March 2003



Monthly LLN Volume Data

	Month	Michigan	Regional
	Estimated December 2002	40,485	107,593
	Estimated January 2003	49,371	131,207
	Estimated February 2003	42,613	113,246

CLEC Name(s)	Date Issue Identified to/by SBC	Description *	Scope	Duration	Accessible Letter Number	Accessible Letter Distribution Date	Single CLEC Occurrence
37 CLECs *	3/5/03	SBC identified a rare scenario where LLNs were sent on lines that the CLEC did not lose. The rare instance is: when the "winning CLEC" was using LSOG5, converted only part of a multi-line account, and took the main telephone number (TN). A incorrect LLN was sent on the TN that became the new main TN for the "winning CLEC". The cause was human error in programming. The programming correction was implemented on March 7, 2003.	Regional: 908 - May 02: 5 - Jun 02: 0 - Jul 02: 0 - Aug 02: 1 - Sep 02: 37 - Oct 02: 105 - Nov 02: 119 - Dec 02: 131 - Jan 03: 238 - Feb 03: 210 - Mar 03: 62 Michigan: 313	May 2002 to March 7, 2003	CLECAM03-019 CLECAM03-021	3/6/03 3/14/03	N/A

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Attachment

3/5/03 -- 37 CLECs

Note: Data show 37 CLEC entities, as defined by Operating Company Number ("OCN"), were impacted; some CLECs have multiple OCNs.

Access One, Inc.	McLeodUSA
Adelphia Business Solutions-Ohio	New Access Communications LLC
Allegiance Telecom	Northern Telephone and Data
Amerivoice Telecommunications Inc.	NOS Communication Inc.
AT&T	One Stop Communications Inc.
Bullseye Telecom	Quick Communication, Inc.
Cimco Communications Inc.	Qwest Communications Corporation
Claricom	Revolution Communications
CMC Telecom Inc.	Talk America Inc.
Coast to Coast	Teleport (TCG)
Community Telephone Corporation	The Millennium Group
Core Comm Inc.	United Communications System
Data Net Systems, L.L.C.	United Telecom
Global Com	VarTec Telecom, Inc.
Global Crossing	Vertex Broadband Corporation
Global Teldata Inc.	WinStar Communications
LDMI	Z-Tel Communications
MCIMetro	

Cause

- On March 6, 2003, SBC notified CLECs that on March 5 it had identified a situation where LLNs were sent on lines that the CLEC did not lose.
- The root cause of the issue was incorrect programming caused by human error.
- Upon investigation, SBC has determined that this LLN error occurred only in the Midwest region, and only in the rare instance where the "winning" CLEC was using LSOG version 5, and was converting only part of a multi-line account that also included the main telephone number (TN) for that account.
 - In these circumstances, a new main TN is created for the lines on the account that remain with the original carrier.
 - SBC Midwest correctly provided an LLN to the losing carrier for the original main TN.
 - However, due to a programming error, SBC also created an LLN on the new main TN, which was incorrectly provided to the original carrier.

Action taken to Resolve

- A programming correction for this scenario was implemented on March 7th, and has been validated as working correctly.
- Further, a list of affected TNs were provided to each CLEC affected via contacts made by the OSS Support organization.



Date: **March 6, 2003**

Number: **CLECAMS03-019**

Effective Date: **March 06, 2003**

Category: **OSS**

Subject: **Line Loss Notifications Sent In Error**

Related Letters: **NA**

Attachment: **No**

States Impacted: **SBC Midwest Region 5-State**

Issuing SBC ILECS: **SBC Illinois, SBC Indiana, SBC Michigan, SBC Ohio and SBC Wisconsin (collectively referred to for purposes of this Accessible Letter as "SBC Midwest Region 5-State")**

Response Deadline: **NA**

Contact: **Account Manager**

Conference Call/Meeting: **N/A**

The purpose of this accessible letter is to inform CLECs of a Line Loss Notification issue identified on 3/5/03 in the SBC Midwest Region 5-State. As a result of a CLEC report, SBC Midwest Region 5-State investigation has identified situations where notifications were sent on lines that CLECs did not lose. These occurred when the winning CLEC used LSOR version 5 and assumed the main billing telephone number (BTN) only, of a multi-line account. Loss notifications were sent appropriately on the lost billing number. In addition, loss notifications appear to have been sent as well on the new main billing number, when it was not an actual loss. It appears this issue affected less than 3000 transactions over a period of several months.

Additional analysis is currently being conducted to determine the start date of the issue, the exact number of Line Loss Notifications (LLNs) sent in error, the CLECs impacted and to better understand the root cause. SBC Midwest Region 5-State will provide more information regarding this issue in a related accessible letter at the earliest possible date. All affected CLECs will be contacted directly by their OSS Manager.



Date: **March 14, 2003**

Number: **CLECAMS03-021**

Effective Date: **N/A**

Category: **OSS**

Subject: **Follow-up on Line Loss Notifications Sent in Error**

Related Letters: **CLECAMS03-019**

Attachment: **No**

States Impacted: **SBC Midwest Region 5-State**

Issuing SBC ILECS: **SBC Illinois, SBC Indiana, SBC Michigan, SBC Ohio and SBC Wisconsin (collectively referred to for purposes of this Accessible Letter as "SBC Midwest Region 5-State")**

Response Deadline: **NA**

Contact: **Account Manager**

Conference Call/Meeting: **N/A**

This is a follow-up to Accessible Letter **CLECAMS03-019** to provide CLECs with more information regarding the Line Loss Notification issue identified on 3/5/03 in the SBC Midwest Region 5-State. A fix for the problem was identified and was successfully deployed on March 7, 2003. Associated Line Loss Notifications have been validated as being correct since that time. The scenarios which were subject to the error were limited.

The problem occurred only when the following conditions existed and only in SBC Midwest Region 5-State:

- The winning CLEC had to be using LSOG 5
- The winning CLEC was converting only part of a multiline account, where the main TN used to identify the multiline scenario was being converted
- Under this scenario, another line that was not the original main TN gets repositioned on the remaining record to be the new main TN for the lines that remain with the existing carrier
- The system created an LLN for both the original main TN, which was correct, and the newly created main TN, which was not correct as it was not lost

The first occurrence of this problem was in May 2002, although it was not observed because of the limited occurrence of the scenario. The total count of all LLNs sent in error is 908. Thirty-eight CLECs received these LLNs. All affected CLECs will be contacted directly by their OSS Manager and provided specific information about their transactions and the volume affected.